New Managers

What you need to know . . .

Worldwide Revenue Generators

- MTV (www.mwrmis.army.mil/miltvhome.htm)
- Shades of Green (if ITT Office books)
- AFVC (www.afvclub.com)
- Australia (www.ittaustralia.com)
- Vacation Packages:
  - www.satovacation.com
  - www.govarm.com
  - www.offdutytravel.com
- Travel Insurance (www.travelguard.com)
- Cruises

CRUISE LINES INTERNATIONAL ASSOCIATION

Taking over ITT

- Physically Verify Fixed Assets Inventory
- Verify Physical Ticket Count
- Ensure you have updated copies of the following instructions/manuals:
  - BUPERSINST 1710.11C
  - ITT Guidance
  - Cruise Guidelines
  - Australia Procedures Manual
  - Rec Trac Manual (if you have the new install)
- Obtain a copy of your budget. Ask questions if the narrative does not explain the budget.
- Obtain copies of past events from ITT files or marketing and where are the after actions.

Training for ITT Managers

- Find out what training is available, (www.mwr.navy.mil click on *Training*), when it is available and was it budgeted
- Check out industry training at www.travelagentevents.com
- Suggested training
  - ITT Joint Services Conference – networking, policy updates, partnerships with all services
  - MWR Managers Course – how to budget, how to do cost analysis, etc.
  - MWR Leadership Course – leadership techniques
  - Coaching – Customer Service for Managers
  - Familiarization (FAM) Tours – national and local

Regional Standards

- Know what your base does best
- Find out who (all branches) does what services and tickets in your area. Obtaining price lists from other ITT locations will help.
- Work with your region to standardize your prices.
- Have a copy of Military Travel or Camp Guide in your office as a reference of military locations.
- Submit your travel show dates to Dan Yount.
- Set up your MTV Binders for your office. Network with the other ITT Offices to see how they did theirs.

SAP Guidance

- Request SAP “how to” training from business office or ITT Program Manager
- Know how to do the following in SAP*:
  1. How to View & Read your monthly budget report
  2. How to locate a vendor number
  3. How to submit a vendor payment
  4. How to track a vendor payment
  5. How to order and return tickets

  * This gives you an idea of what your business office needs from you if you do not perform the duties yourself.
- SAP Training Manual examples from ITT Program Manager

User Names & Passwords

- Obtain Cruise CLIA# and IATA# information from Anne Sherwood at Camp Pendleton

  sherwooda@usmc-mccs.org or Tel. 760.725.5459
- Obtain MTV user name and password from Dan Yount

  dan.yount@cfsc.army.mil or Tel. 703.681.5225
- Locate your Base # for AFVC. Dan Yount is the POC
- Obtain Australia user name and password from ITT Australia

  Colin@mwr-australia.com.au or Tel. 011.08.9431.7223
- Obtain your SAP user name and password through your business office

Policy & Guidance Assistance

Who do you call?

Navy ITT Program Manager: Dawn Smith

Telephone: (901) 874-6642

Email: dawn.e.smith@navy.mil

Where do you look?

www.mwr.navy.mil Click on *Business Activities*. Click on *For Navy Policy Information click here*. Click This takes you to *Manager's Updates*

Comments

What are you doing to secure your future in MWR?